



Job Description

Job Title:	Learning and Development Co-ordinator
Grade:	Grade 4
Section:	Learning and Development
Reports to:	Learning and Development Manager
Responsible for:	None

The Job

Is to:

- co-ordinate learning and development activities for the Learning and Development Team.

The Bigger Picture

You will:

- provide support to the Learning and Development Advisors to deliver training courses and development initiatives;
- co-ordinate information to help in the production of management statistics as required, including monitoring, review and reporting on evaluation information, feedback from training events and learning programmes;
- be responsible for maintaining accurate records including budgetary information and overseeing the processing of orders, payment of invoices and cheque requisitions; and
- carry out any other duties appropriate to the grade and overall purposes of the job.

The Day to Day

You will:

- be responsible for the planning and organising of learning and development events including support and resource materials, to make sure a consistent and quality service is provided including the development of standard forms and letters in line with corporate requirements;
- organise and effectively manage skills testing during a range of learning events;
- be responsible for dealing with phone enquiries from employees at all levels and from external organisations in relation to the provision, management and attendance on training events; and
- maintain and contribute to the development and management of appropriate IT systems, including HR Learning Management Systems and e-learning packages to support the work of the team, including maintenance of quality assurance requirements for awarding bodies and external funding bodies.

Personal Contacts

Internal: WDH employees and managers

External: External training providers, awarding bodies, executive managers and senior officers from organisations including the Learning and Skills Council, higher / further educational establishments, professional institutions, housing organisations

The Specifics

This section identifies the qualifications, skills and behaviours needed for an effective performance. Using these clarifies the personal qualities and workplace behaviours expected of the post. WDH principles reflect behaviour patterns which distinguish highly effective performance in a role. There are nine behavioural indicators which are split into three principles; Determination, Nous and Attitude and these are often referred to as DNA.

Personal Skill Characteristics	Essential (Tick)	Desirable (Tick)	Method of Assessment (Code list below)	Shortlisting Criteria (Tick)
Qualifications and Training				
Three qualifications at Level 2 of the Qualifications and Credit Framework, such as GCSEs (3 or more at grades A – C), Awards, Certificates or Diplomas at level 2 or equivalent, including Maths and English.	✓		AF / CQ	✓
Level 2 qualification in Business Administration or Customer Service		✓	AF/CQ	

Determination				
Experience of working in an administrative role	✓		AF/I	✓
Experience of working with Microsoft products (Word, Excel, Outlook) for daily administrative tasks.	✓		AF/I	✓
Experience of filing, scanning printing and photocopying		✓	AF/I	
Experience in the use and development of ICT systems to deliver learning programmes and record and produce management information		✓	AF/I	
Experience of the development and management of e-learning packages		✓	AF/I	

Nous				
Ability to organise tasks and work flexibly to meet deadlines	✓		AF/I	
Ability to manage training resources to support the delivery of programmes and identify improvements to processes	✓		AF/I	
Accurate and literate communications to meet customer	✓		AF/I	

Personal Skill Characteristics	Essential (Tick)	Desirable (Tick)	Method of Assessment (Code list below)	Shortlisting Criteria (Tick)
needs				

Attitude				
Polite and able to communicate effectively with managers, employees and external customers or suppliers by phone, electronically or face to face	✓		AF/I/R	✓
Able to work as part of a team and adapt to change to achieve results	✓		AF/I/R	
Willing to attend appropriate training courses	✓		AF/I	
Works independently and takes the initiative to deal with challenges	✓		AF/I/R	

Key

AF - Application Form

I - Interview (this may include a presentation and occupational test where appropriate)

CQ - Certificate of Qualification

R - References